

• Recommendations for Managing COVID-19 at your Hotels

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Disclaimer...



- The COVID-19 Pandemic is an UNPRECEDENTED situation for everyone.
- I am NOT an Attorney, and there is no similar situation in the past that we can refer to.
- These are the BEST recommendations we can make at this time, based on the best available info.
- Everything is changing on a daily basis, so YOU also have to keep an eye on the official sources, like the CDC and your local county health dept.
- Always check with your Ownership, Attorney or Management Company before you take action.



COVID-19 Guest Issues



- You cannot refuse a guest that appears sick. You are not a medical professional.
- If a Guest TELLS YOU they have Covid19 then you can refuse accommodations. Or if they tell you their relative had it, or they just came from China, Italy, Iran.
- You have the right to refuse any guest that you reasonably believe to be a danger to staff or other guests.
- If you see a guest who appears sick, determine if they need 911, or encourage them to seek medical help. Call 911 yourself if it appears they need assistance. It doesn't matter if it's the flu, or a slip and fall etc. Get medical help if a guest looks like they need it.
- Use social distancing and PPE when interacting with guests.



If a Hotel Guest has COVID-19

- If you are contacted by a Govt agency and told of a COVID-19 guest, **FOLLOW THEIR INSTRUCTIONS.**
- Confirm all **VERBAL** instructions in **WRITING**. Email the official, recap the discussions or instructions, and get confirmation. Document, Document, Document.
- **Specifically ask the officials:**
 1. Do you **TELL** the Employees?
 2. Do you tell the Guests?
 3. Follow their instructions and **GET IT IN WRITING!**
- Once the Guest has left, do not enter the room for 24 hrs, this will help kill the virus.




If a Guest has Covid19 continued

- Make all employees cleaning the room use proper PPE, and use recommended chemicals.
- Your hotel should write up a policy that requires employees “social distancing” at all meetings, stand ups, breaks and lunch breaks etc.
- Employees should attend to personal hygiene and sanitation procedures.
- You must be able to show you **TRAINED** staff and **PRACTICED** proper CDC recommendations. This will help later if you are accused of negligence by Guests or Employees.
- Send sick employees home!




If a Government Agency wants to use your Hotel for Patients, Quarantine, or First Responders

- In a Health Emergency, public health authority can shut down, limit the use of, quarantine, all or part of the hotel.
- You may be entitled to compensation for the use of the hotel, depending on the circumstances.
- Generally, Officials will not seize your hotel. You will be asked to participate in the housing of patients, a quarantine, or helping first responders. 
- They will present a contract, for the services they are requesting. Have an Attorney examine the contract.



Patients, Quarantine, First Responders

- You want the Government Agency to **STAFF** all patients, quarantined rooms, first responders.
- All cleaning, meals, errands etc. are done by them, **NO HOTEL EMPLOYEES** are involved.
- Hotel Staff may be needed to manage the front desk, or maintain the building.
- Make sure those roles are clearly defined in the contract. 
- **REQUIRE** the Government Agency to clean, sanitize, and certify that your hotel is ready to be occupied again.
- Include a cleaning timeframe (“within 48hrs of departure etc.”)



Closing Your Hotel

- Your closed hotel will attract trespassers, vandals and thieves.
- You **MUST** provide 24/7 SECURITY. Contact your insurance provider for your specific policy requirements.
- You can use Hotel Employees for security. Keep your best staff working through this crisis.
- DOCUMENT regular security patrols around the perimeter, and interior of the building.
- You must be able to show you provided “adequate security”, during this closed time. We won’t know what is considered “adequate security”, as this is all uncharted territory in the insurance industry.
- **Protect your hotel!**



Closed Hotels Continued



- Employees providing security should be **EXPERTS** at the hotel’s fire alarm, and fire sprinkler system!
- How to read the fire panel, respond to an alarm, reset the fire system, turn off the fire sprinkler water etc.
- Maintenance staff should remain on payroll and be included in your security staff. Their knowledge of the hotel is vital to ensure on going operation of hotel systems.
- Maintenance staff should continue to fill out their daily **maintenance checklist** of the hotel, to ensure your water system, fire life safety systems etc. are maintained.
- DOCUMENT-DOCUMENT-DOCUMENT
- Staff can spend the night in the hotel....recommended



Resources for You!

- Check CHLA’s website for more!
- Petra Risk Solutions has written handouts that cover this COVID-19 material.
- Petra also has a short video explaining these COVID-19 procedures.
- Email requests to:
Resources@petrarisksolutions.com



Questions?



or email your questions to:
Resources@petrarisksolutions.com